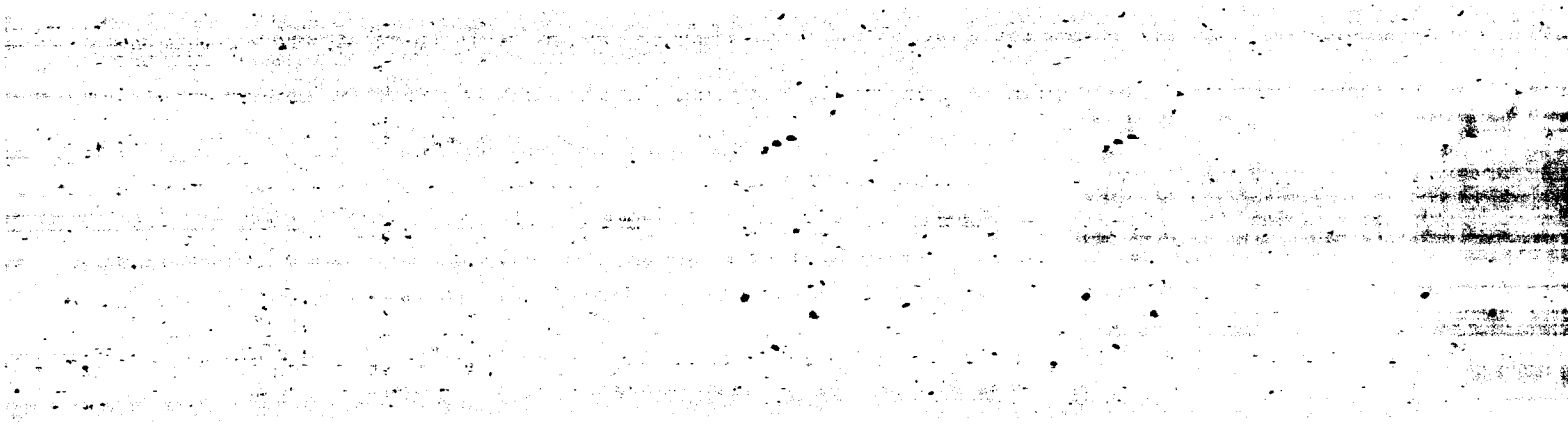
BT Versatility

Communication without complication

Quick Reference User Guide

BT



Introduction to your Featurephone

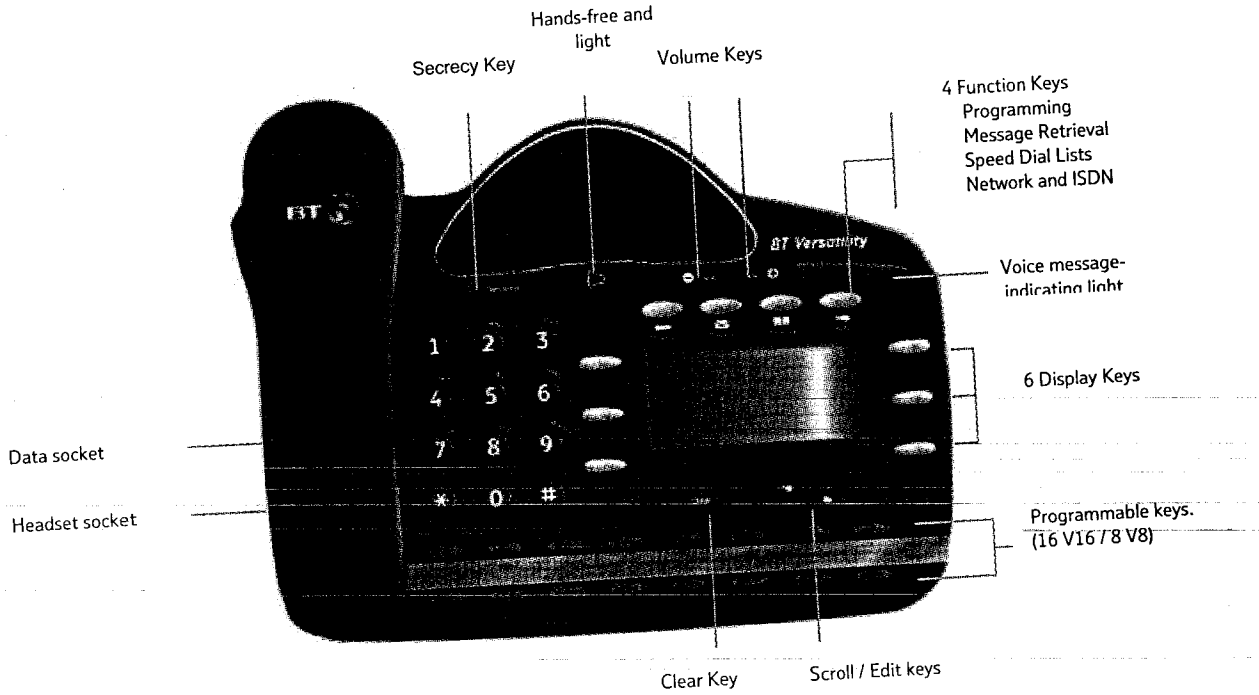
Welcome

The BT Versatility system is a very powerful business communication system that provides a comprehensive solution for both voice and data needs.

This quick reference guide highlights some of the many voice facilities that are provided by the system. You can use a Standard Telephone or the highly featured V8 and V16 BT Versatility Featurephones. This guide helps you to use both types of phone.

BT Versatility Featurephone

To get the most from your BT Versatility, we recommend that you use the dedicated BT Versatility Featurephones. To order more featurephones please contact your Account Manager or call BT Sales FREE on 0800 800 152.



This diagram illustrates the V16 phone which has 16 programmable keys.

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How to use your BT Versatility Feature Phones

Phone Setup

To select a different Ringing Tone or Display Contrast

Select ⇒ Program
Press the Scroll Down Key (↘)
Select ⇒ Ringing options and select a different ringing tone
Select ⇒ Contrast Options and select a different level of contrast

Answering and making calls

Answer a call that is ringing on the Featurephone using the handset

Pick up the handset or
Select ⇒ Answer the call and/or pick up the handset.

Answer a call that is ringing on the Featurephone using hands-free

Select ⇒ Answer the call.

Make an external call

Pick up the handset
Press the Line Key or Key 9 and Key the number.

Make an internal call

Select ⇒ Internal call
Select ⇒ Ext. no., or.
Key the Extension number (20 - 51), and
Pick up handset, or press.

Transferring calls

Note: The following instructions assume you are on a call.

Transfer a call to an internal number

Select ⇒ Internal transfer
Select ⇒ Ext. no. and when the call is answered
Select ⇒ Transfer.

Transfer an external call to an external number

Select ⇒ External transfer
Select an available Line as indicated by "◊" and then
Key the external number and when the call is answered
Select ⇒ Transfer.

Deflecting calls

Note: The following instructions assume that your Extension is ringing.

Deflect a call to another Extension

Select ⇒ Deflect the call
Select ⇒ Ext. no:.

Deflect a call to your voicemail box

Select ⇒ Deflect to voicemail

Diverting calls

Divert all calls

Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ Divert
Select ⇒ Divert all calls
Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).
Or press "Divert to voicemail"

Cancel divert all calls

Select ⇒ Cancel divert.

Divert calls when your Extension is busy

Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ Divert
Select ⇒ Divert when busy
Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).
Or press "Divert to voicemail"

Cancel divert a call on busy

Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ Divert
Select ⇒ Divert when busy and the diversion is cancelled.

Divert calls when your Extension does not answer (after four rings)

Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ Divert
Select ⇒ Divert on no answer
Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).
Or press "Divert to voicemail"

Cancel divert a call on no answer

Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ Divert
Select ⇒ Divert on no answer and the diversion is cancelled.

Diverting Group calls

Divert all calls

Press the Scroll Down Key (↘) until "Group Divert" is displayed.
Select ⇒ Group Divert
Select the group which is to be diverted
Select ⇒ Divert all calls
Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).
Or press "Divert to voicemail"

Cancel divert all calls

Select ⇒ Cancel Group Divert .
Select the group

Divert calls when your group is busy

Press the Scroll Down Key (↘) until "Group Divert" is displayed.
Select ⇒ Group Divert
Select the group which is to be diverted
Select ⇒ Divert when busy
Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).
Or press "Divert to voicemail"

Cancel group divert on busy

Press the Scroll Down Key (↘) until "Group Divert" is displayed.
Select ⇒ Group Divert
Select the group
Select ⇒ Divert when busy and the diversion is cancelled.

Divert calls when your group does not answer (after four rings)

Press the Scroll Down Key (↘) until "Group Divert" is displayed.
Select ⇒ Group Divert
Select the group which is to be diverted
Select ⇒ Divert on no answer
Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).
Or press "Divert to voicemail"

Cancel group divert on no answer

Press the Scroll Down Key (↘) until "Group Divert" is displayed.
Select ⇒ Group Divert
Select the group
Select ⇒ Divert on no answer and the diversion is cancelled.

Voicemail

Note: Voicemail services require the Voicemail Module to be installed.

Enter a personal greeting

Press ✉, and
Select ⇒ Voice messaging
Enter your Extension number or select Extension from the menu
Then enter your Voice Mailbox Password followed by #.
Select ⇒ Greetings
Follow the text and voice prompts to enter and check your greeting.

Turn on your voicemail

Divert on 'no answer' to the Voicemail is automatically set when a voice mailbox is allocated to your extension.
You may also select the other Divert options as required.
Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ Divert
Select ⇒ Divert when busy or
Select ⇒ Divert all calls
Select "Divert to voicemail".

Retrieve messages from your voice mailbox

Select ⇒ New voice messages
Enter your Extension number. You will be prompted to
Enter your Voice Mailbox Password, followed by #.
Select ⇒ Play.

Change your Voice Mailbox Password

Press ✉, then
Select ⇒ Voice messaging and enter your Extension number.
Enter your existing password, (default is 1111), followed by #.
Press the Scroll Down Key (↘)
Select ⇒ Change password and
Enter your new password (up to 8 digits long - e.g. 12341234).
Select ⇒ Confirm

Personal speed dials

Programme your personal speed dial list – numbers and names

Press 🕮, then
Select ⇒ Personal Entries
Select the location you want to program, and
Enter the number
Select ⇒ Confirm. When prompted to enter a name.
Press 2 once for A, twice for B, three times for C;
press 3 once for D, twice for E, three times for F; and so on.
Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name
Select ⇒ Confirm.
Press [illegible] to finish programming.

Dial a number from your personal speed dial list

Press 🕮, then
Select ⇒ Personal speed dial
Select the desired location and the number will be dialled.

System speed dials

Any extension can programme the 500 system speed dial numbers once the system password is entered by them.

Programme system speed dial list – numbers and names

Press 🕮, then
Press the Scroll Down Key (⇲)
Select ⇒ System Entries and then
Enter the system password
Select the location you want to program, and
Enter the number, and then
Select ⇒ Confirm. When prompted to enter a name.
Press 2 once for A, twice for B, three times for C;
press 3 once for D, twice for E, three times for F; and so on.
Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name
Select ⇒ Confirm. Then select the outgoing line group
Press [illegible] to finish programming.

Dial a number in the system speed dial list

Press 🕮, then
Select ⇒ System speed dial and then
Enter the first letter of the name
Select the entry and the number is dialled

Using a standard telephone

The BT Versatility supports Tone phones with Timed Break recall.

If you have problems keying or using the 'Recall key' check with the phone supplier that they use Tone Dialling and Timed Break recall.

Making calls

Make an external call

Lift handset or use hands-free if available.
Obtain a free Line by keying 9

Make an Internal call

Lift handset or use hands-free if available.
Key the Extension number (20, 5[illegible]r
Key 0 for the operator.

Transfer external call to an internal Extension

Press the RECALL key (R)
Key the Extension number
Replace handset.

Put an external call on hold

Press the RECALL key (R).
Replace handset to continue to use phone.

Note: Call is held for thirty seconds when the telephone is idle.
If the telephone is busy, it will ring when the handset is replaced.

To park an external call

Press the RECALL key (R).
Key 712 followed by the position to park the call in (1 – 5).
Replace handset

To retrieve a call from park

Key 712 from any phone followed by the position the call is parked in (1 – 5).
The parked call is retrieved

Diverting calls

Divert all calls

Lift handset or use hands-free if available.
Key 732
Key the Extension number, or
Key the external phone number (including Line access code 9)
followed by #.

Cancel divert all calls

Lift handset or use hands-free if available.
Key 732

Divert calls when your telephone is busy

Lift handset or use hands-free if available
Key 733
Key the Extension number, or
Key the external number, (including Line access code 9)
followed by #.

Cancel divert a call on busy

Lift handset or use hands-free if available
Key 733.

Divert calls when your telephone is not answered (after four rings)

Lift handset or use hands-free if available
Key 734
Key the Extension number, or
Key the external phone number (including Line access code, e.g. 9)
followed by #.

Cancel a divert a call on no answer

Lift handset or use hands-free if available
Key 734.

Diverting Group calls

Divert all calls

Lift handset or use hands-free if available.
Key 792 followed by the Group number (180 - 199)
Key the Extension number, or
Key the external phone number (including Line access code 9)
followed by #.

Cancel group divert all calls

Lift handset or use hands-free if available.
Key 792 followed by the Group number (180 - 199).

Divert calls when your group is busy

Lift handset or use hands-free if available
Key 793 followed by the Group number (180 - 199)
Key the Extension number, or
Key the external number, (including Line access code 9)
followed by #.

Cancel group divert on busy

Lift handset or use hands-free if available
Key 793 followed by the Group number (180 - 199).

Divert calls when your group is not answered (after four rings)

Lift handset or use hands-free if available
Key 794 followed by the Group number (180 - 199)
Key the Extension number, or
Key the external phone number (including Line access code, e.g. 9)
followed by #.

Cancel group divert on no answer

Lift handset or use hands-free if available
Key 794 followed by the Group number (180 - 199).

Voicemail

Note: Voicemail services require the Voicemail Module to be installed.

Turn on your voicemail

When you are allocated a voice mailbox 'Divert on no answer' is automatically set to your Voice box

The Voice code is 710

To Divert all your calls to your Voicemail Key 732 followed by 710

To Divert on Busy to your voicemail Key 733 followed by 710

Speed dialling

Programme your personal speed dial list

Lift handset or use hands-free if available

Key 75

Enter the location (01-30) where you want to store the number

Key the number to store, Replace the handset.

Dial a number from your personal speed dial list

Lift handset or use hands-free if available

Key 74

Enter the location (01-30) of the number required, and the number is automatically dialled.

Dial a number from the system speed dial list

Lift handset or use hands-free if available

Key a system speed number – 8001 to 8500.

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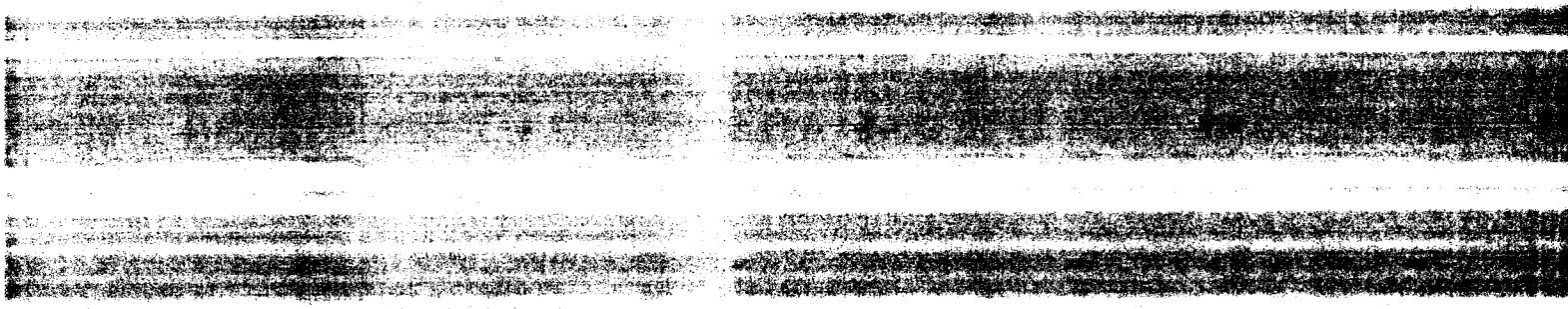
Feature Codes

Feature	Code	Feature	Code
Account Codes		Log into all groups of which you are a member	
Call Pick-up (incoming calls only)		Log out of all groups of which you are a member	
Call Pick-up Group (all Calls)		Night Service on/off (Extension 20 only)	
Call Waiting Tone Protection		Page - Featurephones	
CLIR activation		PA – answer	
Conference		PA announcement	
Display Messages		Pick All	
Divert All		Park	
Divert on Busy		Pick up parked call	
Divert on No Answer		Redial	
Do Not Disturb – set/cancel		Reminder Call	
Door Open		Reminder Call cancel	
Extension Lock – change code		Reset telephone	
Extension Lock - lock/unlock		Return to call placed on system hold	
External Call Hold		Ring Back	
External Extension		Saved Number Redial	
Follow Me		Speed Dial –personal numbers	
Forward Recall		Speed Dial –system numbers	
Group divert All Calls		Speed Dial /programming personal numbers	
Group Divert on Busy		System voicemail box on/off	
Group Divert on No Answer		Voice call (to an individual Featurephone)	
Group 11		Voice Mailbox number	
Line Access (Line Group 1)		Voice mail– retrieving	
Line Groups 2-11		Waiting tone	
Log in/out of Hunt Group			



R&TTE Directive
This product is in conformity with the essential requirements of EC Directive 1999/5/EC.

A copy of this Declaration of Conformity for the BT V telephone is available from LAKE Communications Ltd, Beech House, Greenhills Road, Dublin 24, Ireland.

Offices worldwide

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